STATE OF TENNESSEE

TREASURY DEPARTMENT
CLASS SPECIFICATION

Class Title	**Salary Grade/Range**
Information Systems Consultant	900
Functional Title	
Business Analyst	
Effective Date	**Non-Civil Service Division**
December 13, 2011	Information Systems

SUMMARY

Under the general supervision of the Relationship Manager to perform the activities involved in proactively identifying process improvement and technology needs of the business area, gathering and documenting business requirements for application enhancements and/or new applications, serving as liaison between the business area and the Information Systems (IS) Division.

DISTINGUISHING FEATURES

This is a Consultant position whose business knowledge should be on par with business units of Treasury. Position is proactive in seeking solutions to assist business units in achieving objectives. This position "translates" business need into technology solutions and collaborates heavily with project team members, application development and application support to provide the highest level of customer satisfaction.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. *Customer Technical Advice & Guidance*– Technology point of contact for business areas explaining and interpreting IS policies and procedures, negotiating solutions to complex problems and disseminating technical information. Provides technical advice and guidance to business area such as agency information systems planning, determination of technology components and evaluation of agency service delivery. Acts as technical resource to users of systems within business areas and facilitates process improvement discussions with customer and/or project teams.

2. *Requirements Gathering & Documentation* – Facilitates meetings and/or design sessions to validate, prioritize, and document specific requirements for application enhancements and/or new development. Works with the user team, the project team, the quality assurance team, and the development team to create documentation suitable for their use, including process diagrams,

UML models, use cases, business, functional, and non-functional requirements.

3. *Process Improvement & Workflow Management* – Proactively gather information regarding business processes for review and analysis by a Process Improvement team. Create documentation, and diagrams to assist in the analysis of a process. Develop the workflow to integrate and automate the defined solution.

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a B.S. in Information Systems or Computer Science **or** a minimum of 2 years in a business unit (or comparable business) to be supported with B.A. in Accounting or Business Administration, or Management.

In addition, a minimum of 3 years of experience in any of the following (1) business analysis, systems analysis, systems training, systems design, applications programming, or (2) leading, supervising, consulting, directing or managing the process involved in planning and implementing new information systems or planning and integrating new technologies into existing systems.

Business Analysis certifications such as the Certified Business Analysis Professional (CBAP) are highly recommended.

Criminal background check and social security number trace is required for this position.

RECOMMENDED COMPETENCIES

- Excellent Communication Skills (oral, written, and facilitation)
- Knowledge of business analysis, quality assurance, and workflow tools and/or practices
- Requirements Elicitation, Analysis and Documentation
- Analytical Thinking and Problem Solving skills
- Business Case Development and Presentation
- Negotiation and Conflict Management skills
- Technology Solution Assessment and Validation
- Knowledge of Treasury business functions helpful, but not required.